

To all registered patients of Thamesmead Health Centre

The Woolwich Centre
35 Wellington Street
London
SE18 6ND

Website: www.selondonics.org
Email: Greenwich.Primarycare@selondonics.nhs.uk

12 February 2026

Dear **[Patient Name]**

Re: Thamesmead Health Centre, 4-5 Thames Reach, Thamesmead, London, SE28 0NY

We are writing to advise all patients that the procurement for GP services at Thamesmead Health Centre has recently concluded and a new provider has been appointed. We are grateful to the members of the patient group that have been involved in the selection.

We are pleased to inform you that from 1 April 2026, Addison Road Medical Practice will be providing all services at the Thamesmead Health Centre.

We would like to reassure you that there will be no changes to your registration; your medical records will remain with the practice, and your care will continue as usual. The practice phone number will stay the same, and you will continue to be seen by the same team.

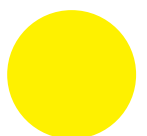
However, the way you access online consultations is changing. From **1 April 2026**, Klinik Access will replace Dr.iQ. This means that from **midday on Tuesday 31 March 2026**, Dr.iQ will no longer be available. If you need to be seen or have an urgent request, please contact the practice via telephone for assistance.

You can still use the NHS App to order repeat prescriptions and view your medical records. From **8:00 am on 1 April 2026**, you will be able to submit online consultations through the practice website using Klinik Access. Practice staff will be available to support you with the new system if needed.

The following message has been written from Addison Road Medical Practice:

"We are a London-based GP partnership delivering high-quality, accessible primary care to communities across the capital.

We combine skilled, compassionate teams with smart use of technology to improve access, continuity and personalised care for our patients. Alongside this, we work closely with local health, community and voluntary partners to strengthen neighbourhood care and support population health.



We are really looking forward to working with local residents and community partners to shape high-quality primary care services that meet local needs.”

The practice will be organising engagement sessions at the premises, and online, for patients to meet some of the new team, where you will have the opportunity to ask questions and learn more. Information about these events will be displayed on the Practice website www.ThamesmeadHealthCentre.co.uk over the next few weeks.

The following message has been written from Operose Health:

“As our contract comes to an end, we would like to thank our patients for the trust you have placed in us. It has been a privilege to care for you. We remain committed to you and your practice team. We will work closely with the ICB and the new provider to make sure the handover is smooth and well planned, with patient care coming first. We would also like to thank our colleagues and teams for their hard work, kindness, and professionalism, and for the support they continue to give during this time.”

We hope that you will remain registered with the practice. However, if at any time you wish to change, information about other local practices can be found on the NHS Website <https://nhs.uk>

You can also obtain local advice and support from Healthwatch Greenwich at <https://healthwatchgreenwich.co.uk> or by calling 020 8301 8340.

If you have any questions or queries about this letter, please contact the Greenwich Primary care team at Greenwich.Primarycare@nhs.net.

Yours sincerely



Jessica Arnold
Director of Primary Care and Neighbourhoods (Greenwich)
NHS South East London ICB

